



Cross Country Home Services Program Requirements

To become a service provider for Cross Country Home Services, all technicians entering a customer's home on behalf of Cross Country Home Services must first obtain a PlusOne Technician ID that includes a background and driving records check. Getting started is easy.

Step 1 – Register your company with PlusOne Solutions

- Go to <https://insight.plus1solutions.net/>.
- For step-by-step instructions, watch this [video](#).

Step 2 – Submit your technicians for background screenings

- Go to <https://screeningsplus.plus1solutions.net/cros333233743/>.
- Click 'Start a New Screening.'

For step-by-step instructions, watch this [video](#).

Background Screening Instructions

Step-by-Step Instructions for Technicians

1. Gather your Information

- ✓ legal name (as it appears on your Driver's License)
- ✓ physical home address
- ✓ email address
- ✓ Social Security Number
- ✓ driver's license number (if applicable)
- ✓ company's legal name & business phone number
- ✓ screening package type required (**Criminal and Driving**)
- ✓ credit card information for payment.

2. Log onto the ScreeningsPlus website

Use this link to submit your background screening application:

<https://screeningsplus.plus1solutions.net/cros333233743/>

3. Select the required screening type

- ✓ Criminal and Driving

4. Application Details

- ✓ Your legal name (as it appears on your Driver's License)
- ✓ Other names you have used and a second last name if applicable.

5. Address Details

- ✓ Your physical home address and phone number
- ✓ Your driver's license state and number

6. User Profile Details

- ✓ An email address to which screening information and questions can be sent
- ✓ Name and phone number of the company you work for
- ✓ Use your company's phone number. When the correct information is entered, a box will pop up displaying the name of your company and ask for confirmation.

7. Terms and Conditions

- ✓ Your electronic signature
- ✓ Last four digits of your Social Security Number

8. E-Form to Verify Your Information

- ✓ Review your information displayed on the E-Form
- ✓ If the information is correct, click ACCEPT
- ✓ If the information has a mistake, click DECLINE. You can return to the beginning of your application to re-enter your information.

9. Order Summary & Payment Method

- ✓ Have your credit card information ready to submit your payment and expedite the processing of your application.

Frequently Asked Questions

How do I view the screening results?

- ✓ Once the background screening results have been entered by PlusOne Solutions, an email will be sent to the company email address PlusOne Solutions has on file.
- ✓ Screening results can be viewed by accessing your PlusOne Company Portal. See Your Company Portal to review how to access your technician(s) screening results.

What if I need to dispute information on the screen?

If there are adverse results on a screening, the technician will be notified first in accordance with the FCRA and PIPEDA guidelines. A copy of the background screening report and a letter from PlusOne Solutions will be mailed to the technician advising on how to appeal or dispute the provided information if desired.

What if I was previously screened?

If you have a background screening or drug test that is less than 6 months old, but was *not* performed by PlusOne Solutions:

- ✓ Send your screening to PlusOne Solutions via email to screenings@plusonesolutions.net or via fax to 877-943-0800. Provide the name, email, & phone number of who to contact for additional information.
- ✓ Go to <https://screeningsplus.plus1solutions.net/cros333233743/> and click on Start a New Screening and fill out the application.
- ✓ Once you have reviewed the completed application close out of website. **Do not proceed to payment.**
- ✓ Call us at 877-973-0100 and advise you entered and application for screening completed by another company.
- ✓ We will ask for the applicant information and collect the *minimal fee of \$20 (USD)* to begin the review process to ensure compliance with the Cross Country Home Services program requirements.

Do I need to do a drug test?

Once you have submitted your application, you will receive a follow-up email to select your drug testing facility. You will only have 72 hours, or 3 business days from the time you receive notification to keep your appointment. Once you receive your drug screening appointment email, then follow the instructions carefully.

Additional Help

If you have questions about the application and/or screening process, please contact PlusOne Solutions during regular business hours:

- ✓ Mon-Fri 8am-7pm EST
- ✓ Customer Care: 1-877-943-0100
- ✓ Live Chat Support available online